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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/767,191	01/30/2004	Anthony Bruce	APRE0003-US	5717

11850 7590 06/23/2011  
SNR DENTON US LLP (Sophir-All Others)  
ATTN: Eric Sophir  
P.O. BOX 061080  
CHICAGO, IL 60606-1080

EXAMINER
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ANDERSON, FOLASHADE

ART UNIT	PAPER NUMBER
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3623

NOTIFICATION DATE	DELIVERY MODE
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06/23/2011

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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

eric.sophir@snrdenton.com  
sg.citi-docket@snrdenton.com  
patents@snrdenton.com

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APPLICATION NO./ CONTROL NO.	FILING DATE	FIRST NAMED INVENTOR / PATENT IN REEXAMINATION	ATTORNEY DOCKET NO.
10/767,191	30 January 2004	BRUCE ET AL.	APRE0003-US

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P.O. BOX 061080  
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FOLASHADE ANDERSON

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20110606

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**Commissioner for Patents**

The purpose of this supplemental communication is to make the prior art teachings of Bolton, Ruth N., & Drew, James H. (1991). A Longitudinal Analysis of the Impact of Service Changes on Customer Attitudes. Journal of Marketing, a part of the record. Bolton et al was relied on in determining the allowability of Applicant's claimed invention.

/BETH V BOSWELL/  
Supervisory Patent Examiner, Art Unit 3623

/Folashade Anderson/  
Examiner, Art Unit 3623